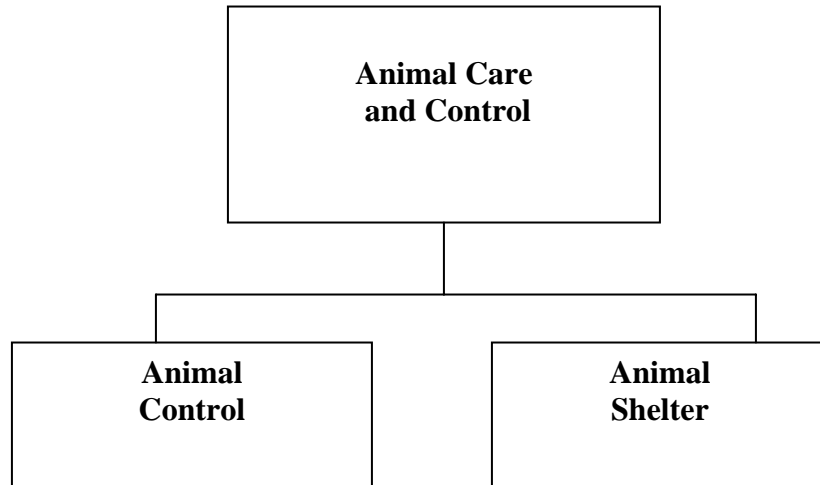

Animal Care & Control



Animal Care and Control

MISSION

The Department of Animal Care and Control is dedicated to serve and protect the public's health and safety and to assure the welfare of animals by promoting and providing for their safe, humane and lawful treatment.

DESCRIPTION

The Department of Animal Care and Control is organized into two program areas – Animal Shelter Operations and Animal Control Operations. The Animal Shelter in Waterford, Virginia is staffed 365 days-a-year to accomplish its mission of promoting and providing for the safe, humane and lawful care and treatment of companion animals on behalf of the citizens of Loudoun County. In addition to caring for the animals under its charge, the Animal Shelter is open to the public for animal adoptions, surrenders, lost and found identification, euthanasia requests, and professional counseling and guidance. Community outreach and volunteer programs provide public relations activities designed to enhance the department's adoption, pet education and critical volunteer activities that support housed animal care and adoption events. Animal Control provides enforcement and rabies control services, in accordance with Code of Virginia and County/local ordinance, to the citizens of Loudoun County 24-hours-a-day, 7-days-a-week.

BUDGET OVERVIEW

FY 07 Issues, Challenges & Trends:

- Manage numerous challenges presented by the increased demands for service.
- Continue efforts to provide a safe and humane living environment for the animals housed at the Animal Shelter.
- Continue efforts to return pets to their rightful owners through micro-chipping, the department website, pet identification and registration programs and other forms of educational communication with the public.
- Continue efforts to work with the Sheriff's Office and the Department of Fire and Rescue Services to evaluate and recommend improvements and upgrades to the communications system.
- Continue Community Outreach/Volunteer programs to inform and educate the public and enhance the department's ability to provide for the humane care and treatment of the animals housed at the Shelter.

FY 07 Major Goals:

- Improve customer service to the residents of Loudoun County.
- Lower euthanasia rates by expanding on breed rescue, alternative placement, micro-chipping and pet identification programs.
- Expand public outreach and education and develop stronger contacts and partnerships with County community service and public safety agencies.
- Increase efforts to partner with area veterinarians to institute spay and neuter programs for dogs and cats.
- Improve response times and provide greater area coverage and service for animal control operations.
- Improve dispatch and communication systems.
- Install mobile data terminals in the Animal Control vehicles increasing productivity and reducing response times.

FY 06 Major Achievements:

- Developed a new behavioral assessment program to further the department's efforts to effectively assess the adoptability of dogs/puppies and improve the department's ability to place them in compatible homes.
- Provided assistance and relief efforts to the hurricane ravaged areas of southern Mississippi, including transportation of animal medical supplies and equipment; the collection of stray and surrendered animals; and the relocation and adoption of homeless pets.
- Hosted three specialized Animal Control classes that improve the expertise of our Animal Control Officers as well as enhancing the department's reputation as a leader in the field of Animal Control.
- Hosted event for public safety officials to discuss wildlife issues in Loudoun County in an effort to improve communications, education and response to citizen concerns regarding wildlife.
- Participated in the Holiday Coalition providing pet food supplies to the less fortunate citizens of Loudoun County through our C.A.R.E. program.
- Provided pet rescue oxygen masks and training to each Fire and Rescue Station and Animal Control Officer to increase the survival rate of pets involved in fires.
- Hosted compassion fatigue training for staff assigned to northern Virginia shelter facilities.
- Provided opportunities to the community in an effort to improve pet identification and promote spay/neuter of companion animals.

Animal Care and Control

Department Financial Summary

Departmental Financial Summary	FY 03 Actual	FY 04 Actual	FY 05 Actual	FY 06 Adopted	FY 07 Adopted
Expenditures					
Personnel	\$1,261,137	\$1,290,446	\$1,384,646	\$1,682,000	\$1,783,000
Operations & Maintenance	238,528	275,290	369,707	318,000	391,000
Capital Outlay	37,736	0	9,800	0	0
Total Expenditures:	\$1,537,401	\$1,565,736	\$1,764,153	\$2,000,000	\$2,174,000
Departmental Revenue:					
Local Fees, Charges, Etc.	\$112,998	\$142,851	\$146,595	\$134,000	\$143,000
Transfers In	0	0	7,000	0	0
Total Revenues:	\$112,998	\$142,851	\$153,595	\$134,000	\$143,000
Local Tax Funding:	\$1,424,403	\$1,422,885	\$1,610,558	\$1,866,000	\$2,031,000
FTE Summary:	32.36	31.22	31.89	32.89	32.89

FY 07 Budget Analysis: The FY 07 Adopted Fiscal Plan for Animal Care and Control provides services at the County Administrator's recommended level. The local tax funding increased due to the increased in fuel and maintenance cost. The FY 07 budget also includes funding for implementation of compensation increases and increased benefits costs effective September 2006.

Additional information on this department's Capital Improvements Program projects can be found on page 513 in Volume 2. Information on scheduled projects for the Capital Asset Preservation Fund can be found in tables beginning on page 606 in Volume 2.

Budget History:

FY 03 Mid-Year: A program assistant position (1.07 FTE) was eliminated.

FY 04 Mid-Year: 0.67 FTE was transferred from the Department of Mental Health, Mental Retardation and Substance Abuse Services to increase a part-time animal care technician to full time.

FY 05 Mid-Year: 0.07 FTE was transferred to Management and Financial Services.

FY 06: The Board added 1.07 FTE for an animal control officer.

Animal Care and Control

Expenditures by Program

Programs	FY 03 Actual	FY 04 Actual	FY 05 Actual	FY 06 Adopted	FY 07 Adopted
Animal Control	\$657,001	\$593,513	\$729,206	\$820,000	\$931,000
Animal Shelter	880,400	972,223	1,034,947	1,180,000	1,243,000
Total	<u>\$1,537,401</u>	<u>\$1,565,736</u>	<u>\$1,764,153</u>	<u>\$2,000,000</u>	<u>\$2,174,000</u>

Revenues by Program

Programs	FY 03 Actual	FY 04 Actual	FY 05 Actual	FY 06 Adopted	FY 07 Adopted
Animal Control	\$75,316	\$88,667	\$96,145	\$87,000	\$95,000
Animal Shelter	37,682	54,184	57,450	47,000	48,000
Total	<u>\$112,998</u>	<u>\$142,851</u>	<u>\$153,595</u>	<u>\$134,000</u>	<u>\$143,000</u>

Local Tax Funding by Program

Programs	FY 03 Actual	FY 04 Actual	FY 05 Actual	FY 06 Adopted	FY 07 Adopted
Animal Control	\$581,685	\$504,846	\$633,061	\$733,000	\$836,000
Animal Shelter	842,718	918,039	977,497	1,133,000	1,195,000
Total	<u>\$1,424,403</u>	<u>\$1,422,885</u>	<u>\$1,610,558</u>	<u>\$1,866,000</u>	<u>\$2,031,000</u>

Staffing by Program

Programs	FY 03 Actual	FY 04 Actual	FY 05 Actual	FY 06 Adopted	FY 07 Adopted
Animal Control	9.13	10.13	10.13	11.13	11.13
Animal Shelter	23.23	21.09	21.76	21.76	21.76
Total	<u>32.36</u>	<u>31.22</u>	<u>31.89</u>	<u>32.89</u>	<u>32.89</u>

Animal Care and Control - Animal Control

DESCRIPTION

The Animal Control Officers (ACOs) enforce state and local animal laws as mandated by the Code of Virginia Section 3.1-796.104. The ACOs protect residents and companion animals from sick, injured, rabid or dangerous animals. Emergency service is provided 24-hours-a-day, 7-days-a-week and includes rescue of sick or injured domestic animals, removing aggressive domestic animals and potential rabid animals, protecting livestock from dog attacks, and providing assistance to law enforcement and fire & rescue personnel. Reports of animal cruelty and neglect are investigated and resolved through education and, when necessary, through the courts. When time permits, animal control officers provide educational presentations to school and youth groups on dog bite prevention and basic animal care and coordinate citizen programs with community and residential organizations.

BUDGET OVERVIEW

FY 07 Issues:

- The consistent increase in residents and pet population continues to place additional workload on a program whose staffing level has not increased proportionately to the demand for service.
- Due to the large number of subdivisions and expanded communities throughout Loudoun County, the animal control officers are unable to be strategically located consistently enough to provide an effective and responsive public safety service.
- An increase in response times and a decrease in quality resolution to animal related issues and concerns may potentially have an impact on the citizens of Loudoun County.
- Residential sprawl has resulted in an increase in wildlife contact. Animal Control will have to increase efforts to respond to and educate the public on wildlife issues.
- The department is improving the public safety communication system to increase the effectiveness of Animal Control as a first responder to emergency animal issues.

FY 07 Challenges:

- The Animal Control operation will continue to face an increase in demand for service and a greater need for community outreach programs.
- With new residents entering the County, the demand and expectation for service will continue to evolve to a higher level of need with a greater sense of urgency.
- Increases in resident contacts with wildlife and dangerous dogs will also place a greater demand on the animal control officers.
- The animal control officers will be faced with greater public scrutiny as they try to prioritize and provide timely service to requests for service and/or complaints.
- Providing adequate resources to properly investigate and follow-up on enforcement cases will place additional demands on this operation's ability to respond to request for service and to dedicate the necessary time to properly resolve animal related issues.
- Resolving communications issues among the public safety agencies and enhancing Animal Control's communications systems will be key in improving response times, increasing area coverage and providing additional safety measures for staff.

Program Financial Summary	FY 03 Actual	FY 04 Actual	FY 05 Actual	FY 06 Adopted	FY 07 Adopted
Expenditures					
Personnel	\$537,462	\$525,866	\$561,819	\$705,000	\$770,000
Operations & Maintenance	81,803	67,647	157,587	115,000	161,000
Capital Outlay	37,736	0	9,800	0	0
Total Expenditures:	\$657,001	\$593,513	\$729,206	\$820,000	\$931,000
Departmental Revenue:					
Local Fees, Charges, Etc.	\$75,316	\$88,667	\$96,145	\$87,000	\$95,000
Total Revenues:	\$75,316	\$88,667	\$96,145	\$87,000	\$95,000
Local Tax Funding:	\$581,685	\$504,846	\$633,061	\$733,000	\$836,000
FTE Summary:	9.13	10.13	10.13	11.13	11.13

Animal Care and Control - Animal Control

Planned Accomplishments/Objectives for FY 07

Goal: Improve rescue capabilities by expanding training and partnerships.

Objective: Increase the number of partnerships to other Public Safety Agencies, animal oriented professionals and animal rescue organizations by 20%. Increase number of animal rescue training opportunities by 10%.

<i>Performance Measures</i>	Actual FY 04	Actual FY 05	Est. FY 06	Proj. FY 07
Number of partnerships with external organizations/agencies	N/A	15	18	20
Number of opportunities for joint agency animal rescue responses	N/A	3	5	10
Number of community outreach efforts designed to familiarize the public on Animal Care and Control	0	3	6	12
Number of joint agency rescue training sessions	0	0	4	6

Goal: Increase identification efforts to minimize number of animals taken to the Shelter.

Objective: Expand the number of pets registered in the County through micro-chipping and pet identification and registration by 10%.

<i>Performance Measures</i>	Actual FY 04	Actual FY 05	Est. FY 06	Proj. FY 07
Number of dogs estimated in Loudoun County	53,874	56,975	60,066	62,879
Number of dogs licensed	11,675	12,738	13,745	18,700
Percentage of dogs licensed	22%	22%	23%	30%
Number of pets registered	1008	1,163	1,428	1,600
Number of pets returned to owner	634	602	650	700

Animal Care and Control - Animal Control

Planned Accomplishments/Objectives for FY 07 - Continued

Goal: Improve service delivery to all communities located in the Eastern part of the County.

Objective: Increase the number of Animal Control Officer hours in Eastern Loudoun¹ in order to decrease response times to 30 minutes (average).

<i>Performance Measures</i>	Actual FY 04	Actual FY 05	Est. FY 06	Proj. FY 07
Number Animal Control Officer hours in Eastern Loudoun	N/A	3,820	4,000	5,772
Number of Animal Control Officer hours in Western Loudoun	N/A	3,680	3,752	3,752
Average Response Time – Eastern Loudoun	45 min.	50 min	45 min	30 min
Average Response Time – Western Loudoun	30 min.	30 min	30 min	30 min

¹*Eastern Loudoun – generally east of Leesburg*

Goal: To maintain the current level of successful resolution of complaints while managing the increased demand for service and growing need to enforce local and state ordinances and/or laws.

Objective: Continue to work directly with citizens to obtain compliance and increase the number of cases resolved outside of court, while improving investigations and case preparation to assist in ensuring the successful conviction of unresolved cases by the courts.

<i>Performance Measures</i>	Actual FY 04	Actual FY 05	Est. FY 06	Proj. FY 07
Total number of animal control complaints	3,612	4,189	4,050	5,000
Number of complaint follow-up responses	12,135	12,060	12,500	12,750
Number of cases resolved outside of court	3,397	3,998	3,800	4,775
Number of court cases	215	191	200	225
Number of convictions ² – Court dispositions	177	183	180	215

²*Conviction rates include court imposed settlements and/or deferred findings.*

Animal Care and Control - Animal Shelter

DESCRIPTION

The Code of Virginia, Section 3.1-796.96 mandates that the governing body of each County shall maintain (or cause to be maintained) a pound in accordance with guidelines issued by the State Department of Agriculture and Consumer Services. The animal shelter provides State mandated care and treatment for all unwanted, stray, abused, abandoned, and impounded animals of Loudoun County. At any given time, the facility may house hundreds of stray and abandoned dogs, cats, rabbits, exotics, small animals, birds, reptiles, equines, livestock and poultry. The shelter facilitates animal adoptions through a variety of programs, including website, adoption events, weekly radio and television appearances, and adoption counseling efforts. Animal care and placement efforts are also facilitated through rescue partnerships, foster programs, and other programs aimed at reducing the need for euthanasia. Other services provided include medical care from local veterinarians, vaccinations against distemper for all dogs and cats, and treatment for parasites and fleas. As mandated by the Code of Virginia, Section 3.1-796.126:1, all adopted dogs and cats are spayed or neutered before going to their new homes. In addition the shelter maintains a community and volunteer outreach program. The volunteer workforce provides critical, hands-on support to department staff. Volunteers socialize animals, assist with the department website, perform administrative tasks, help at special events, groom animals, aid in veterinarian transport, and perform other special duties, as needed. Community Outreach includes, but is not limited to, website and email communications, radio and TV appearances, newspaper advertisements and articles, school & community education programs, special events, and other innovative programs that reach out to Loudoun residents.

BUDGET OVERVIEW

FY 07 Issues:

- Current shelter location is a challenge to citizens in the eastern and southern parts of the County needing services.
- The shelter will continue to increase efforts to rescue partners and alternative adoption resources.
- The shelter will move forward with efforts to manage pet/animal population control such as spay/neuter programs and the increased intake of dangerous/aggressive dogs.
- Resources will be directed toward public education, help to prevent animal cruelty and neglect, increase adoptions and decrease stray or surrendered animals.
- Will continue to cultivate and grow the volunteer workforce as well as expand the expertise in the field.
- Plan to expand community outreach efforts through local media and electronic based communication tools.

FY 07 Challenges:

- The greatest challenge the Animal Shelter continues to face is that there is no control over the types of animals that come into the shelter. There are no guarantees that pets turned into the shelter by owners can responsibly return to the community through adoption. Efforts to reduce the return of pets after adoption will continue to help in resolving this issue.
- Finding alternative adoption resources and rescue partners has become more difficult as well as finding the resources to attend regional adoption events, which have proven to be a valuable adoption resource.
- Staffing, available resources and facility issues will continue to challenge the shelter operations and impact this program's ability to expand hours of operation and enhance the care and treatment of animals housed at the facility.
- Staff will continue recruiting and retaining a volunteer workforce.
- Demands for the department's presence at community events results in scheduling conflicts will increase.
- Community outreach must find new ways to use modern technology to enhance communications with the public.
- Staff will continue to obtain additional grant funding for programs to enhance community outreach efforts.

Departmental Financial Summary	FY 03 Actual	FY 04 Actual	FY 05 Actual	FY 06 Adopted	FY 07 Adopted
Expenditures					
Personnel	\$723,675	\$764,580	\$822,827	\$977,000	\$1,013,000
Operations & Maintenance	156,725	207,643	212,120	203,000	230,000
Capital Outlay	0	0	0	0	0
Total Expenditures:	\$880,400	\$972,223	\$1,034,947	\$1,180,000	\$1,243,000
Departmental Revenue:					
Local Fees, Charges, Etc.	\$37,682	\$54,184	\$57,450	\$47,000	\$48,000
Total Revenues:	\$37,682	\$54,184	\$57,450	\$47,000	\$48,000
Local Tax Funding:	\$842,718	\$918,039	\$977,497	\$1,133,000	\$1,195,000
FTE Summary:	23.23	21.09	21.76	21.76	21.76

Animal Care and Control - Animal Shelter

Planned Accomplishments/Objectives for FY 07

Goal: Increase alternatives to adoption by expanding the number of animal assistance programs, partnerships and foster care providers.

Objective: Expand animal assistance programs and increase partnerships that provide adoption alternatives by 30%. Increase number of foster care providers by 40% and number of fostered animals by 40%.

<i>Performance Measures</i>	Actual FY 04	Actual FY 05	Est. FY 06	Proj. FY 07
Number of approved Breed Rescue Partners, Partner Organizations and other Alternative Programs	49	67	70	73
Number of foster care providers	7	9	12	15
Number of animals fostered	N/A	28	35	50

Goal: Increase the long term success of adoptions and reduce the overall number of dogs and cats surrendered.

Objective: Decrease the number of adopted dogs and cats returned within one year of adoption by implementing positive matching programs and educational information. Provide the public with tools and information that will assist in keeping pets successfully in their homes, rather than surrendering them to the shelter, through initiatives such as a shelter school, behavioral help line, Pet First Aid and other educational programs for pet owners.

<i>Performance Measures</i>	Actual FY 04	Actual FY 05	Est. FY 06	Proj. FY 07
Number of dogs received in the Shelter	1,155	1,046	1,046	1,077
Number of cats received in the Shelter	1,621	1,705	1,900	1,957
Number of other animals received in the Shelter (excluding wildlife)	N/A	312	350	360
Number of dogs returned within 1 year of adoption	32	51	45	45
Number of cats returned within 1 year of adoption	22	47	50	50
Number of dogs surrendered	338	320	320	300
Number of cats surrendered	616	855	875	900

Animal Care and Control - Animal Shelter

Planned Accomplishments/Objectives for FY 07 - Continued

Goal: To increase the number of live animal placements from the shelter.

Objective: Increase by 3% the number of animals adopted out or transferred to breed rescue organizations through adoption programs.

<i>Performance Measures</i>	Actual FY 04	Actual FY 05	Est. FY 06	Proj. FY 07
Number of dogs and cats placed through adoption	831	867	893	920
Number of other animals placed through adoption	177	196	202	208
Number of dogs and cats placed through rescue	45	31	34	36
Percentage of dogs placed through adoption	N/A	61%	62%	63%
Percentage of cats placed through adoption	N/A	40%	41%	42%
Percentage of other animals placed through adoption	N/A	47%	48%	49%

Goal: Increase the department's presence in the local media.

Objective: Establish partnerships with local media outlets to ensure that department news, updates, programs, and animals are promoted to the community. Maintain a regular schedule of television & radio appearances along with regular placements in local newspapers & publications.

<i>Performance Measures</i>	Actual FY 04	Actual FY 05	Est. FY 06	Proj. FY 07
Number of partnerships with local media outlets that feature department news and/or animals on a regular (weekly or monthly) basis.	3	5	7	9

Animal Care and Control - Animal Shelter

Planned Accomplishments/Objectives for FY 07 - Continued

Goal: Expand total number of volunteers and increase donated time.

Objective: Maintain a minimum of 50 volunteers completing at least 3,000 volunteer hours. Implement Jr. Volunteer Summer program.

<i>Performance Measures</i>	Actual FY 04	Actual FY 05	Est. FY 06	Proj. FY 07
Average number of active volunteers	15	44	53	57
Total number of volunteer hours	376	3,369	3,450	3,550
\$ Value of Volunteer hours	\$7,533	\$67,447	\$69,069	\$71,071

Goal: Website and email communications to provide information to update the public on community events, department activities and provide educational information on various animal related topics.

Objective: Increase email subscriptions and website activity by 20%.

<i>Performance Measures</i>	Actual FY 04	Actual FY 05	Est. FY 06	Proj. FY 07
Increase in number of email subscribers	440	734	1,200	1,500
Increase in number of visits to the website	104,828	124,840	144,000	164,000